

2530059

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It offers care for up to two children who experience social and emotional difficulties.

The manager registered with Ofsted in November 2024.

At the time of the inspection, two children were living in the home. One child was spoken with during the inspection.

Inspection dates: 24 and 25 April 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Outstanding
13/11/2023	Full	Good
28/02/2023	Full	Good
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have made good progress since moving into the home. This is due to the developing relationships they have with staff. Staff take time to get to know the children, their individual interests and how best to support them. They prioritise building these relationships at the child's pace. Such awareness from staff supports the development of shared, trusting relationships.

Children's education is prioritised by staff. Both children are in mainstream education and staff consistently collaborate with school to ensure that children are effectively supported. The children's schools and the staff work together to best meet the needs of the children and to ensure that they remain in education and learn. This helps them to achieve academically and will enhance their opportunities in the future.

Children's health needs are met and their well-being promoted through activities and educational conversations. Staff ensure that children attend all routine appointments and, when necessary, support them to access specialist services.

Children's moves from the home, when planned, are well supported by staff. Children's views are paramount in these plans, with the option of plans changing to meet their wishes. Staff work extensively with the children's new home to ensure a smooth move. This helps children to have a positive ending at the home, and supports the development of relationships with staff in their new home. Staff remain in touch with the children who move out, to offer support and consistency.

Staff regularly create and promote new experiences for the children. This includes activities in and out of the home, such as fishing, Scouts, den building and activity clubs. These new experiences create long-lasting skills and memories for the children, and allows them to find new hobbies and ways of having fun.

The home feels warm and welcoming and is decorated to a high standard. Children's bedrooms are well furnished, clean and personalised with their choices. The garden is well maintained and has sports equipment that the children can freely access. This creates a relaxed, homely environment where children feel settled.

How well children and young people are helped and protected: outstanding

Staff have an exceptionally good understanding of the children's needs, experiences and any risks that affect them. Staff respond to the children's needs before children become upset and this prevents situations escalating. When incidents have occurred, staff have responded appropriately to keep children safe. Discussions take place after incidents, inspiring children to consider different ways to manage their emotions, which prevents future situations arising. This is successful in reducing risks.

Risk assessments are comprehensive, regularly reviewed and individualised to the needs of the children. Effective safety plans have been created by the manager and clinical psychologist, and these contribute to mitigating any risks. Staff demonstrate in-depth understanding of these plans. Staff are vigilant in assessing presenting risks. They respond quickly and appropriately to safeguard children when necessary.

Staff work with children and professionals to reduce risk at a pace that is suitable to the age of each child. Any relaxing of restrictions is done in a considered way, taking account of children's ability to manage increased freedoms, with a primary focus on children's well-being. When there are concerns, and restrictions need to be reinstated, this is only as a short-term measure. The manager continuously assesses any risks and makes adaptations to best fit the needs of the children.

Staff implement clear boundaries, structure and routines for the children. This is an important factor in keeping children safe and helps them to feel protected. Any changes in the staff team are well managed and do not affect the children's safety and well-being. Leaders and managers ensure that change is effectively managed through clear communication and oversight of all staff practice.

Although incidents of children going missing are rare, when they do go missing, staff follow the missing-from-home protocol, are proactive in searching for them and do not stop searching until the child is found. There is effective collaboration with relevant professionals to ensure that all agencies are kept informed. The manager is skilled in ensuring that there is a multi-agency approach when reviewing any incidents to identify trends and behaviours and follow-up strategies to support the children. Children are always offered an independent return home interview. Staff connect with children on their return to the home. They conduct one-to-one discussions that focus on the risks and dangers of going missing and how children can keep themselves safe.

Staff work flexibly to adapt their practice in line with expert advice from a clinical psychologist. The clinical psychologist works closely with the children and staff to support them to understand children's needs and risks and to ensure stability of care for them. There is an emphasis on reflective, honest and transparent attitudes of staff. This ensures that best practice is encouraged and when there are issues, staff have an open forum to discuss and reflect on any necessary changes in the care of the children. Children also attend weekly sessions with the clinical psychologist. They are in the process of strengthening their therapeutic relationships, building resilience and developing effective ways of coping. This has directly resulted in a reduction in incidents.

Children regularly have conversations with staff about their safety. These discussions provide an opportunity for children to talk about their feelings. Children can reflect on and discuss what staff can do to better support them. This helps children to build resilience and become active decision-makers in their futures. This information is then shared among staff to ensure consistent approaches to the needs of the children.

Recruitment checks and verification processes are completed before new staff commence employment. This provides the necessary assurance that staff are suitable to

work with children. The recruitment procedures that are in place help to keep children safe.

The effectiveness of leaders and managers: good

The manager is a determined, strong and gracious leader who cares about their staff. They understand the individual strengths of staff and support them to improve and develop their practice with children. From the start as home's manager, they have identified concerns relating to professional boundaries within certain staff practice and have implemented plans to rectify these issues. There have also been some changes to the staff team, with established staff leaving. The manager is conscious of the possible effects this may have on the children, so they have remained a source of consistency and safety for them through this change.

Staff speak highly of the manager. Good-quality supervisions and well-attended team meetings occur regularly, which are child centred and reflective in nature. Staff training is up to date or imminently planned. The manager sources training that is specific to the children's needs. This ensures that the staff have an acute awareness of children's risks and helps them to understand the children better.

Whistle-blowing and allegations are not prevalent but when they have occurred, leaders and managers have responded quickly and effectively, accessing the appropriate advice and guidance. All records are detailed and accurate. When areas of learning in staff practice are identified, they are addressed individually as well as part of team development to prevent reoccurrence. This protects both staff and children.

There are effective, established relationships between the manager, staff and professionals. Professionals say that communication is a strength in the home and professionals said that they have good working relationships with the manager and staff. They praise the manager for their consistent presence and oversight of staff and children's plans.

The manager advocates passionately to ensure that professionals listen to the voice of the child. When necessary, they persistently challenge professionals whose decisions do not include children's views. They also challenge professionals when key safeguarding information is omitted from care plans. This challenge promotes safer practice for children.

No requirements or recommendations were made following this inspection.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under The Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2530059

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

Registered provider address: Unit 1 Tustin Court, Riversway, Preston, Lancashire PR2 2YQ

Responsible individual: George Sumner

Registered manager: Lindsey Williams

Inspector

Deirdre Silkstone, Social Care Inspector

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